

Initiative: Financial Partners Process Reengineering

Team Lead:	Katrina Turner	
Team Members	Core Members	Part time/Advisors
	Senseney, Greg	
	Halaska, Mirek	
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Initiative Mission:

Design and implement monitoring tools to improve the oversight of lenders, guarantors and state agencies (ie. risk modeling, profile development, performance measures and improved fraud detection).

Goals	Key Success Indicators
Identify best in business practices and technology.	Enhanced monitoring capabilities and improved employee and customer satisfaction rating.
Reengineer processes and technology to be more efficient and cost effective.	Eliminate manual processing and improve customer satisfaction and increase employee satisfaction
Develop and implement new processes and work procedures.	Employees and systems are performing reengineered processes.

Initiative Milestones/Deliverables	Target Completion Date	Responsible Party
Reengineering Options Report	May 2, 2000	
Best Practices Report	May 16,2000	

In-Project Scope	Out of Project Scope

